

## **Refund Policy – Infinito Comics**

**Effective Date: 15<sup>th</sup> August, 2025.**

At Infinito Comics, we are committed to providing our customers with a seamless and enjoyable experience. This Refund Policy outlines the terms and conditions regarding refunds for our digital content. Please read this policy carefully prior to making a purchase.

### **Digital Content Refunds**

Infinito Comics does not offer refunds for digital comic purchases, which include downloadable files, online reading access, or permanently licensed content, once the order is confirmed and access has been granted. This policy is in place due to the nature of digital content, which, once delivered, cannot be “**returned**” in the traditional sense and remains in the customer’s possession indefinitely.

### **Exceptions – Technical Issues**

Customers who encounter technical difficulties that prevent access to purchased digital content may contact our Customer Support team at [support@infinitocomics.com](mailto:support@infinitocomics.com) within 7 calendar days of the purchase date. Acceptable issues for review include, but are not limited to:

- Broken or corrupted digital files
- Non-functional access links
- Incorrect product delivered (e.g., wrong comic title)

### **Resolution Process**

Upon receipt of a refund request, our support team will acknowledge the request within 48 business hours. We may require additional information, such as screenshots, error messages, or device/browser specifications, to verify the reported issue.

Once the issue is verified, we will take one of the following actions:

- Restore access to the correct product, or
- Issue a refund to the original payment method.

**Refund Timeline**

Approved refunds will be processed within 7–10 business days following verification. Please note that processing times may vary based on your bank, card issuer, or payment gateway.

**Non-Refundable Situations**

Refunds will not be granted under the following circumstances:

- The request is submitted more than 7 days after the purchase date.
- Access issues arise from internet connectivity problems, device compatibility, or outdated software on the customer's end.
- The customer has accessed and consumed the majority of the digital content but subsequently requests a refund due to dissatisfaction.

By purchasing from Infinito Comics, you acknowledge that you have read, understood, and agreed to this Refund Policy. For any questions or concerns, please contact our Customer Support team.

Contact Information: [infinito.comics1@gmail.com](mailto:infinito.comics1@gmail.com)